

## **Exhibit G-2 Regional Mail Center – Description of Duties**

The Regional Mail Center duties include the following:

1. Provide centralized new card order fulfillment for remote sales.
2. Receive card orders from the Cardholder website, Call Center website, Agency website or Business Account website (for employers to distribute to employees).
3. Issue cards for mailed-in card orders from individuals.
4. Issue cards for different card types (standard, Regional Reduced Fare Permit, campus) and with secondary printing (if specified).
5. Mail cards to customers or arrange for pick-up/delivery.
6. Process mail-in orders for remote revalue and Autoload setup for existing ORCA cards.
7. Process credit card payments through approved internet gateway providers.
8. Provide settlement of funds for transactions processed through the Cardholder website.
9. Provide settlement of payment for customer authorized Autoload transactions.
10. Maintain all customer credit card transactions handled by the Regional Mail Center as set out in this agreement per current PCI standards.
11. Utilize the appropriate and cost-effective method for fulfilling the card orders:
  - a. CIPP for individual orders that can be batched in groups of 250
  - b. Bulk card printer to issue and print the cards
  - c. Customer Service Terminal to create orders from phone or mail-in requests and to process revalue orders with non-credit card payments
  - d. Call Center website for mailed-in revalue orders.
12. Obtain authorization for credit card transactions prior to processing orders.
13. Setup Autoload per mailed-in authorization forms.
14. Maintain sufficient levels of card stock to meet daily orders.
15. Following the transition period, process orders within 72 hours.
16. Maintain sufficient supplies of customer information materials to be distributed with card orders.
17. Deliver order envelopes and packages to authorized locations for the United States Post Office or Federal Express.
18. Annually prepare Regional Mail Center budget that will include the following elements:

- a. Staffing required to process the estimated order volumes within 72 hours
  - b. Bank card fees associated with credit card processing through the internet gateway and merchant acquirer
  - c. Postage and shipping charges associated with sending materials to customers
  - d. Materials and supplies to support card fulfillment.
- 19. Submit annual budget to Fiscal Agent for approval within the time-frame directed by Joint Board.
  - 20. Provide quarterly invoices to Fiscal Agent in order to receive reimbursement for costs incurred.
  - 21. Maintain card processing equipment per vendor instruction.
  - 22. Work with vendor to resolve system software issues.
  - 23. Notify the Regional Program Administrator in the event that RFC Contractor is not fulfilling its contractual obligations.